

**POSITION DESCRIPTION****IMPORTANT: Please read Instructions.**OSER-DMRS-10 (Rev. 08-2013)  
State of Wisconsin  
Office of State Employment Relations

1. Position No. 335382	2. Cert / Reclass Request No. Enter #	3. Agency No. 437
4. NAME OF EMPLOYEE (last, first) Enter text	5. DEPARTMENT, UNIT, WORK ADDRESS Department of Children and Families 201 E. Washington Ave., Suite E200 Madison, WI 53708	
6. CLASSIFICATION TITLE OF POSITION Operations Program Assistant	8. NAME AND CLASS OF FORMER INCUMBENT Rachel Holmaas – Office Operations Associate	
7. CLASS TITLE OPTION (to be filled out by Human Resources Office) Operations Program Assistant	10. NAME & CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES Pamela Winans – Office Program Associate	
9. AGENCY WORKING TITLE OF POSITION Operations Program Associate	12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW? Enter/choose date	
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR David Timmerman	13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? IF YES, COMPLETE AND ATTACH A SUPERVISOR EXCLUSION ANALYSIS FORM (OSER-DCLR-84). <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

14. POSITION SUMMARY – PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

**See attached**

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION (Please see sample format and instructions on Page 3.)

1. GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
2. WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
3. TIME %: Include for goals and major worker activities.

TIME %

GOALS AND WORKER ACTIVITIES

(Continue on attached sheets)

**See attached**

16. SUPERVISORY SECTION – TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION (See Instructions on Page 2)

- a. The supervision, direction, and review given to the work of this position is ☐ close ☒ limited ☐ general.
- b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.  
(Please initial and date attachments.)

Signature of first-line supervisor \_\_\_\_\_ Date \_\_\_\_\_

17. EMPLOYEE SECTION – TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.  
(Please initial and date attachments.)

Signature of employee \_\_\_\_\_ Date \_\_\_\_\_

18. Signature of Human Resources Manager \_\_\_\_\_ Date \_\_\_\_\_

DISTRIBUTE COPIES OF SIGNED FORM TO:

☐ P-FILE ☐ SUPERVISOR ☐ EMPLOYEE ☐ CERT REQUEST COPY

**CLASSIFICATION TITLE – SUBTITLE**

Operations Program Assistant

**POSITION SUMMARY**

Under the general direction of the Director in the Bureau of Operations and Planning (BOP), this position will be responsible for the completion of complex and critical administrative functions necessary for the success of multiple bureaus within DECE. Functions will include communication activities (e.g. controlled correspondence), fiscal (e.g. purchasing, budgeting, payment of invoices, etc.), and technology maintenance (e.g. web pages, complex graphics, databases, and dashboards). Additionally, this OPA will be responsible for analysis, evaluation, and interpretation of data reports, spreadsheets, and other web-based reports for accuracy. This will include proposing new procedures and methods to better obtain data necessary for day to day operations in BOP and throughout the Division.

Additionally this position will assist in organizing data from administrative databases and other sources for staff to communicate to various audiences for multiple purposes including compliance and quality improvement. This position also supports multiple supervisors in activities related to personnel, office management, assignment tracking and information sharing systems. This position will also help coordinate the Bureau Director's and Supervisor's calendar/schedule as well as Bureau conference calls and meetings. This position works closely with multiple Bureau program staff and with managers and program staff across the division, as well as partners such as contractors, academic institutions and providers.

Lastly, this position also serves as an assistant to the Race to the Top Grant Manager (RTTT), MyWICildCare (MWCC) Project Manager, and the Policy Initiatives Advisor (PIA). This position support to the PIA includes serving as the primary operational liaison to the Early Childhood Advisory Council (ECAC) and Read to Lead Development Initiative (RLDI).

Instructions, [F-89014](#)

(Rated PD Only)

TR1 (0-3)	TR2 (Y/N)	TIME %	GOALS AND WORKER ACTIVITIES
		25%	<b>A. Provide administrative assistance, research and program support for the Bureau of Operations and Planning, Bureau of Early Learning and Policy, Race To The Top Project, MyWICildCare Initiative, the Early Childhood Advisory Council, and the Read to Lead Development Council. Assistance to these areas will include specific support to Bureau Directors, Section Chiefs, Supervisors, program staff, Race to the Top Grant Manager, MyWICildCare Project manager, and the Policy Initiatives Advisor.</b>

- A.1. Maintain calendars and schedules. Serve as liaison between the Bureaus and contact persons in other bureaus/offices who are assigned responsibility for specific meeting preparation for the purpose of modifying agendas and coordinating schedules.
- A.2. Prepare meeting agendas, assemble and organize materials, record and distribute minutes/notes of Bureau meetings, MWCC, ECAC, RLDC, and Race to the Top (e.g. staff status meetings, Bureau/Section staff meetings, and ad hoc meetings with internal and external individuals).
- A.3. Independently review the scheduling and agendas of all proposed meetings for the purpose of determining appropriate staff to attend meetings and resolving scheduling conflicts.
- A.4. Plan and assist with necessary program area specific training, including organizing agenda, topics, support and resource materials.
- A.5. Monitor, evaluate, revise and maintain the electronic filing system on shared drive to ensure easy access to information.
- A.6. Make travel and hotel arrangements for professional staff as needed.
- A.7. Review all pending BOP, BELP, RTTT, and MWCC out-of-state travel requests for availability of funds, least expensive mode of travel, necessity of trip, etc. and track organizational approval process. Review and prepare expense forms of section chiefs/supervisors for Bureau Director approval.
- A.8. Develop and maintain a "tickler" system and take necessary follow-up action to ensure timely responses to issues, requests and correspondence from external parties.
- A.9. Develop and provide information, research and analysis for policy and program questions related to YoungStar, TEACH, REWARD, the Child Care Resource and Referral program, Training and Technical projects and Professional Development.
- A.10. Assist in the coordination and maintenance of the job description (PD) process to ensure the Department requirements are met.
- A.11. Assist in the coordination of the hiring process of Bureau and project employees to ensure that Department requirements are met.
- A.12. Coordinate the employment interview process for Bureau Directors, Section Chiefs, Supervisors, RTTT Grant Manager, MWCC Project Manager, and PIA.
- A.13. Coordinate all Controlled Correspondence assigned to BOP, BELP, RTTT, MWCC, or PIA, using and updating the Controlled Communications Tracking System. Consult with the appropriate Bureau Director, and independently follow up with staff on overdue assignments, and assure timely completion and signatures.
- A.14. Provide research, analysis and reports on budget, program needs, and other state early childhood systems and quality improvement initiatives for staff as needed.
- A.15. Independently respond to written and telephone inquiries, providing detailed information about YoungStar and related quality projects and initiatives. If needed, make referrals to appropriate staff, other bureaus, departments or other agencies or officials as appropriate, and maintain logs, records and receipts.

- A.16. Serve as the Division Forms Coordinator for forms and publications. Finalize and conform all forms issued by the Division to ensure the forms conform to Department standards. Maintain and update the indexes and numbering of policy manuals, procedure manuals, coordinate printing and distribution of new and revised manuals with the program specialists, bureau managers, director and other Division staff as appropriate.
- A.17. Complete other tasks, projects or duties, as directed.

(Rated PD Only)  
**TR1**     **TR2**  
 (0-3)    (Y/N)

TIME %	GOALS AND WORKER ACTIVITIES
25%	<p><b>B. Provide for the development and publication of newsletters and other materials; edit manuscripts and articles for publication; write articles and stories for publication; work directly with authors in editing manuscripts; proofread page proofs and make necessary changes; photography; design and layout for Bureau and Division documents that involve comprehensive knowledge of legislation and policy with the YoungStar, ECAC, RLDC, Wisconsin Shares, MWCC, and Race To The Top programs.</b></p> <p>B.1. Screen and review publications for accuracy and compliance.</p> <p>B.2. Edit documents written by Bureau, MWCC, RTTT, ECAC, RLDC, or Project staff.</p> <p>B.3. Arrange for printing and distribution of materials.</p> <p>B.4. Gather and organize information into summary reports.</p> <p>B.5. Layout and design, article writing for Race to the Top newsletter.</p> <p>B.6. Develop, write, and edit articles, feature stories, speeches, pamphlets, brochures, and scripts for YoungStar, ECAC, RLDC, Race to the Top, MWCC, and Wisconsin Shares.</p> <p>B.7. Assist in the coordination of or coordinate the formulation and implementation of departmental information, educational, and promotional programs.</p> <p>B.8. Complete other tasks, projects or duties, as directed.</p>

TR1 (0-3)	TR2 (Y/N)	TIME %	GOALS AND WORKER ACTIVITIES
		15%	<p><b>C. Provide administrative and data management support required to produce regular information materials and reports regarding YoungStar implementation, monitoring and other Bureau initiatives.</b></p> <p>C.1. Collect, analyze and organize data from YoungStar and other quality initiative administrative databases and regularly report performance data in reports, data dashboards, and other documents for internal and external Bureau purposes, KidStat meetings and other venues as needed.</p> <p>C.2. Produce and distribute a variety of written deliverables (i.e. Summary Presentations, Preliminary and Final Reports, Briefing Sheets, etc.) that are audience-specific and succinctly communicate information using narrative and graphics.</p> <p>C.3. Effectively manage and organize data so others can use it to communicate to external and internal stakeholders to promote accountability and continuous improvement.</p> <p>C.4. Monitor, evaluate, revise, and maintain electronic and hard copy filing/archiving systems of DECE program areas and quality early childhood initiative materials to ensure easy access to information.</p> <p>C.5. Respond to data and information requests related to BOP, BELP, RTTT, ECAC, RLDC, and MWCC program areas, as directed.</p> <p>C.6. Assist in managing the BOP, BELP, RTTT, ECAC, RLDC, and MWCC budgets, and enter expenses into the STAR system. Process invoices and ensure payment is made on contracts.</p> <p>C.7. Provide backup and assistance on Controlled Correspondence assigned to DECE, using and updating Controlled Communications Tracking System. Follow up with staff on overdue assignments and assure timely completion and signatures.</p> <p>C.8. Complete other tasks, projects or duties, as directed.</p>

TR1 (0-3)	TR2 (Y/N)	TIME %	GOALS AND WORKER ACTIVITIES
		10%	<p><b>D. Provide research and technical support to the Early Childhood Advisory Council (ECAC) and Read to Lead Development Council (RLDC). This position is responsible for providing a wide variety of technical assistance, research and support to council members and staff.</b></p> <p>D.1. Plan and schedule on-site and off-site council meetings.</p> <p>D.2. Organize and distribute agendas, resource materials and other support needs for all council meetings. As well as facilitating the printing and distribution of annual council reports.</p> <p>D.3. Responsible for negotiating all off-site council meeting logistics, including developing and managing contracts, planning accommodations, meals, supplies, information technology, and other logistical needs.</p> <p>D4. Complete other tasks, projects or duties, as directed.</p>

TR1 (0-3)	TR2 (Y/N)	TIME %	GOALS AND WORKER ACTIVITIES
		10%	<p><b>E. Provide administrative and data management services to the BOP, BELP, RTTT, ECAC, and MWCC staff to support complex operational activities related to the Shares program, program integrity and contract oversight.</b></p> <p>E.1. Finalize and publish all Administrators Memos and Operations Memos related to Wisconsin Shares program administration and Shares program integrity.</p> <p>E.2. Develop and manage tracking systems to support complex operations including the Service Level Agreement, IT Projects, contract development, and management of contractors' performance and compliance.</p> <p>E.3. Respond to data and information requests related to CSAW, WISCCRS, YS Case Management and CARES, as directed. Effectively manage and organize data so others can use it to communicate to external and internal stakeholders to promote accountability and continuous improvement.</p> <p>E.4. Assist in managing the Division's contracts by reviewing invoices for accuracy and scope of services and approve payments to contractors and other state agencies.</p> <p>E.5. Maintain databases to compile results of state, federal and division-level audits of child care cases. Coordinate and track resolution for any audit exceptions found. Serve as Bureau liaison to local agency workers who are correcting audit exceptions.</p> <p>E.6. Finalize training announcements, brochures, handouts, and other materials for publication; coordinate printing and delivery of training materials to training facilities or to partner agencies.</p> <p>E.7. Provide backup and assistance on all Controlled Correspondence assigned to DECE, using and updating Controlled Communications Tracking System. Consult with the Division Administrator or Bureau Director, and follow up with staff on overdue assignments and assure timely completion and signatures.</p> <p>E.8. Serve as the main BOP, BELP, RTTT, ECAC, RLDC, and MWCC contact for receiving calls from the public, providing information as appropriate. Screen incoming complaint calls with discretion and diplomacy. Independently gather pertinent information and resolve complaint, if appropriate, or refer to appropriate Bureau staff in the central or regional offices.</p> <p>E.9. Compose and prepare responses to routine oral and written correspondence generated from local providers, clients, advocacy groups, legislators, concerned citizens, and other staff.</p> <p>E.10. Complete other tasks, projects or duties, as directed.</p>

TR1 (0-3)	TR2 (Y/N)	TIME %	GOALS AND WORKER ACTIVITIES
		10%	<p><b>F. Provide web publishing for the YoungStar website, Race To The Top website, Early Childhood Advisory Council website, Read to Lead Development Council website, and Wisconsin Shares website.</b></p> <p>F.1. Design, implement, and evaluate Web pages for the Internet.</p>

- F.2. Conduct research necessary to develop and publish materials.
- F.3. Perform Search Engine Optimization (SEO) on all websites.
- F.4. Develop and write original content for the YoungStar, ECAC, RLDC, Race to the Top, and Subsidy websites.
- F.5. Coordinate with DCF webmaster to enhance readability and searchability of YoungStar, ECAC, RLDC, Subsidy and Race to the Top websites.
- F.6. Complete other tasks, projects or duties, as directed.

<b>TR1</b> (0-3)	<b>TR2</b> (Y/N)	<b>TIME %</b>	<b>GOALS AND WORKER ACTIVITIES</b>
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5% **G. Provide email listserve support and develop emails for web updates.**

- G1. Strategic planning and implementation of improved email communications with child care providers and other stakeholders.
- G2. Create and send out emails for all program area website updates and other announcements as needed.

<b>KR1</b> (0-3)	<b>KR2</b> (Y/N)	<b>KNOWLEDGE / SKILLS / ABILITIES</b>
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1. Knowledge of Division of Early Care and Education programs and goals.
2. Knowledge of human services programs serving young children and their families, particularly child care.
3. Knowledge of standard office policies and procedures.
4. Knowledge of methods to analyze, monitor, and improve internal operations.
5. Knowledge of constituent relations, principles and protocols.
6. Skill in the use of internet, email, word processing, spreadsheet, database, presentation, web application, and other computer software.
7. Skill in developing program performance reports for executives, program managers and the community.
8. Skill in initiating and maintaining collaborative interpersonal relationships.
9. Skill in organization.
10. Skill in problem-solving.
11. Skill in project management.
12. Skill in verbal and written communication.
13. Skill in developing and analyzing online surveys and collecting and interpreting data.
14. Ability to use large-scale administrative databases such as eWISACWIS, CARES, Cares Worker Web (CWW), Wisconsin Child Care Regulatory System (WISCCRS), etc.
15. Ability to manage multiple priorities.

16. Ability to plan, coordinate, implement, and manage multiple projects.
17. Ability to communicate with a wide range of diverse audiences.
18. Ability to use discretion with regard to sensitive communications and situations.
19. Ability to work independently, setting own priorities to meet the demands of the position.
20. Ability to work in a team environment.